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This listing of claims replaces all prior versions, and listings, of claims in this application.

Listing of Claims:

1. (Cancelled)
2. (Amended) The system method according to claim + 20, wherein the communication network is wireless.
3. (Cancelled)
4. (Amended) The system method according to claim + 20, wherein the bill is automatically generated.
5. (Amended) The system method according to claim + 20, wherein the dispatch division also receives information related to the malfunction reports of malfunctions.
6. (Cancelled)
7. (Amended) The system method according to claim + 20, wherein the report one of the reports of a malfunction malfunctions is associated with a twisted pair number.
8. (Cancelled)
9. (Cancelled)
10. (Amended) The system method according to claim + 20, wherein the dispatch division is capable of re-routing re-routes the first at least one dispatched technician from a first the first subscriber location to a second the location different from the vicinity of the first subscriber location based on the data information related to the first report one of the reports of malfunctions.

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11. (Amended) The ~~system~~ method according to claim 8 20, wherein the ~~first and~~ second one of reports of a ~~malfunction~~ malfunctions and the ~~another one of the~~ reports of malfunctions are associated with first and second twisted pairs.

12-17. (Cancelled)

18. (Cancelled)

19. (Amended) The method according to claim 18 20, further comprising the step of deferring subsequent dispatch of technicians to subscriber locations other than a ~~the different~~ location determined to be the cause of the service failure.

20. (New) A method of processing reports of malfunctions received by a company having a dispatch division and a billing division, the method comprising:

receiving reports of malfunctions and dispatching technicians in response to the reports; receiving, via a communications network, information, provided in an electronic format, identifying a cause of a malfunction underlying one of the reports of malfunctions sent from a vicinity of a first subscriber location, the network providing communications between at least one dispatched technician and the company;

determining, by the dispatch division and based upon the information, that a cause underlying another one of the reports of malfunctions, received from a location different from the vicinity of the first subscriber location, is the same cause identified as underlying the one of the reports of malfunctions;

identifying, by the company, an entity responsible for the cause; and

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utilizing the information, by the billing division, to generate a bill to the entity that
includes costs incurred for servicing at least the first subscriber.